



FOR IMMEDIATE RELEASE:

Monday, March 23, 2020

CITY HALL NOW PROVIDING SERVICES FOR THE COMMUNITY VIRTUALLY

Considered an essential critical infrastructure sector during the COVID-19 public health emergency, the City pledges to continue to offer services remotely.

LAKE ELSINORE – After the State of California issued a stay at home in response to the [Novel Coronavirus \(COVID-19\)](#) pandemic late Thursday, the City announced it would be closed to the public while still offering services online, over the phone, or by email.

The City Manager decided to close to City Hall on Friday, March 20, 2020, effective immediately to best protect staff and the community from unnecessary exposure to COVID-19. City staff is still working remotely, on-site, and in the field to provide all essential services.

“This is an unprecedented time that is evolving and changing daily,” said Mayor Brian Tisdale. “We continue to do our part to keep up-to-date on federal, state, and local measures related to COVID-19 while still providing the services our community counts on.”

Information regarding the closure and how to best access services from the City has been posted on the [City’s website](#). Typical services include building permits, planning applications, business licenses, community concerns, public records requests, citation resolutions, development questions, and more.

The City is creating a comprehensive webpage, available soon, to make it easier for residents, businesses, developers, investors, and other vital stakeholders to locate, request and complete key services at the City. This City intends to incorporate greater automation and options for its customers, which will periodically.

“We take our roles as dedicated public servants seriously, and the City will remain fully operational and ready to serve you,” said City Manager Grant Yates. “An important part of city services is allowing public participation in our decision making, and as such, we have implemented new procedures to allow remote participation during the upcoming City Council and Commission meetings.”

In addition to making changes for how the City will keep delivering services, the City has released details related to viewing and commenting during the next scheduled City Council meeting on Tuesday, March 24, 2020. Consistent with Executive Order N-29-20, in-person participation by the public will not be permitted, and no physical location from which the public may observe the meeting will be available. However, remote public assistance is allowed in the following ways:

(continued)

- 1) Cable TV Broadcast on Spectrum Channel 29 and Frontier Channel 31.
- 2) Livestream online at <https://lake-elsinore.legistar.com/Calendar.aspx>. Please note: this link will not be active and functional until the meeting officially begins on Tuesday, March 24, at 7 p.m.
- 3) Email public comments to calvarez@lake-elsinore.org before or during the meeting, before the close of public comment on an item, to be read by the City Clerk during public comment. Lengthy public comment may be summarized in the interest of time. View the [meeting agenda](#).
- 4) To call into the meeting and provide public comment, please call the City Clerk at (951) 674-3124 ext. 262 or email calvarez@lake-elsinore.org to receive a participant ID.

The City reminds our community to please heed the warnings and restrictions ordered by public health officials, including staying at home whenever possible, abiding by social distancing measures, and practicing regular hand washing whenever you have to go out into the community.

On Friday, March 20, the City released a video with important messages from the Mayor and the City Council related to COVID-19 and the steps the City is taking to ensure the overall health and safety of the community. This video is available on the City's website, Facebook, Instagram, Twitter, and YouTube accounts. [View it now](#).

Read more about the City's efforts to address COVID-19 at www.lake-elsinore.org/coronavirus.

For more information, please contact:

Nicole Dailey

Work: (951) 674-3124 ext. 314

Cell: (951) 833-5497

ndailey@lake-elsinore.org